**Backward districts in country**

†963. SHRI RAVI SHANKAR PRASAD:
SHRI RAJ MOHINDER SINGH MAJITHA:

Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that Government have recently marked two hundred districts in the country as backward ones;

(b) if so, the criteria fixed for marking them as backward ones;

(c) the names of this districts in the country, State-wise; and

(d) the number of families residing in these districts in each State?

THE MINISTER OF STATE IN THE MINISTRY OF PLANNING (SHRI M.V. RAJASEKHARAN): (a) No, Sir. The list of districts for coverage under the Backward Regions Grant Fund, announced for establishment in the current financial year 2005-06, is under finalisation.

(b) to (d) Do not arise.

**Labour practices in Call Centres**

964. SHRIMATI MOHSINA KIDWAI:
SHRI VIJAY J. DARDA:

Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) whether Government are aware that according to NASSCOM more than 3,50,000 workers are employed in the BPO industry;

(b) if so, whether the labour practices of these Call Centres are in consonance with the existing labour laws;

(c) whether the V.V. Giri National Institute of Labour have made some adverse comments about regulating the work force in such centres; and

(d) if so, the views of Government in this regard?

THE MINISTER OF LABOUR AND EMPLOYMENT (SHRI K. CHANDRASEKHAR RAO): (a) Yes, Sir.

(b) BPOs are covered under existing labour laws. The State Governments are the "appropriate Government" under the various labour laws and legally vested with the powers to deal with the violation of labour laws in BPO sector.

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†Original notice of question was received in Hindi.

(c) and (d) V.V. Giri National Labour Institute, an autonomous society under the Ministry of Labour and Employment is mandated to carry out research and training on labour related issues. Its faculty enjoys considerable academic freedom in selecting the theme and the subject matter of research projects. As per this practice, a micro-level study relating to labour in Business Process Outsourcing was conducted by one of the Associate Fellows of the Institute. The study was conducted during 2003. The study evaluates the perceptions of work experience of the call centre agents to throw light on the potentialities and possible problem areas of human relations in order to strengthen the sustainability of the industry in the longer term. It does not represent the view of all the actors in the industry and does not purport to represent the entire BPO sector in the country. The report of the study was based on the findings of a field survey conducted among 277 customer care agents from 6 call centres in NOIDA (U.P.). That way the study was based entirely on the responses of call centre agents in a limited geographical cluster.

Moreover, the views expressed in the report are of the concerned researcher and not of the Institute or of the Ministry of Labour & Employment.

**Industrial employment standing orders central rules**

965. SHRI CHITTABRATA MAJUMDAR:
SHRI DIPANKAR MUKHERJEE:

Will the Minister of LABOUR AND EMPLOYMENT be pleased to refer to answer to Unstarred Question 438 given in Rajya Sabha on 15th July, 2004 and state:

(a) whether as per the decision to rescind notification GSR No. 936(E) dated 10th December, 2003, a draft notification was issued by Ministry of Labour on 30th September, 2004;

(b) whether a tripartite meeting was held under the Chairmanship of Labour Secretary, Government of India to finalise the draft notification;

(c) if so, whether the final notification has been made to rescind the notification dated 10th December, 2003; and

(d) if not, the reasons therefor?

THE MINISTER OF LABOUR AND EMPLOYMENT (SHRI K. CHANDRASEKHAR RAO) (a) Yes, Sir.